

Fig.1A

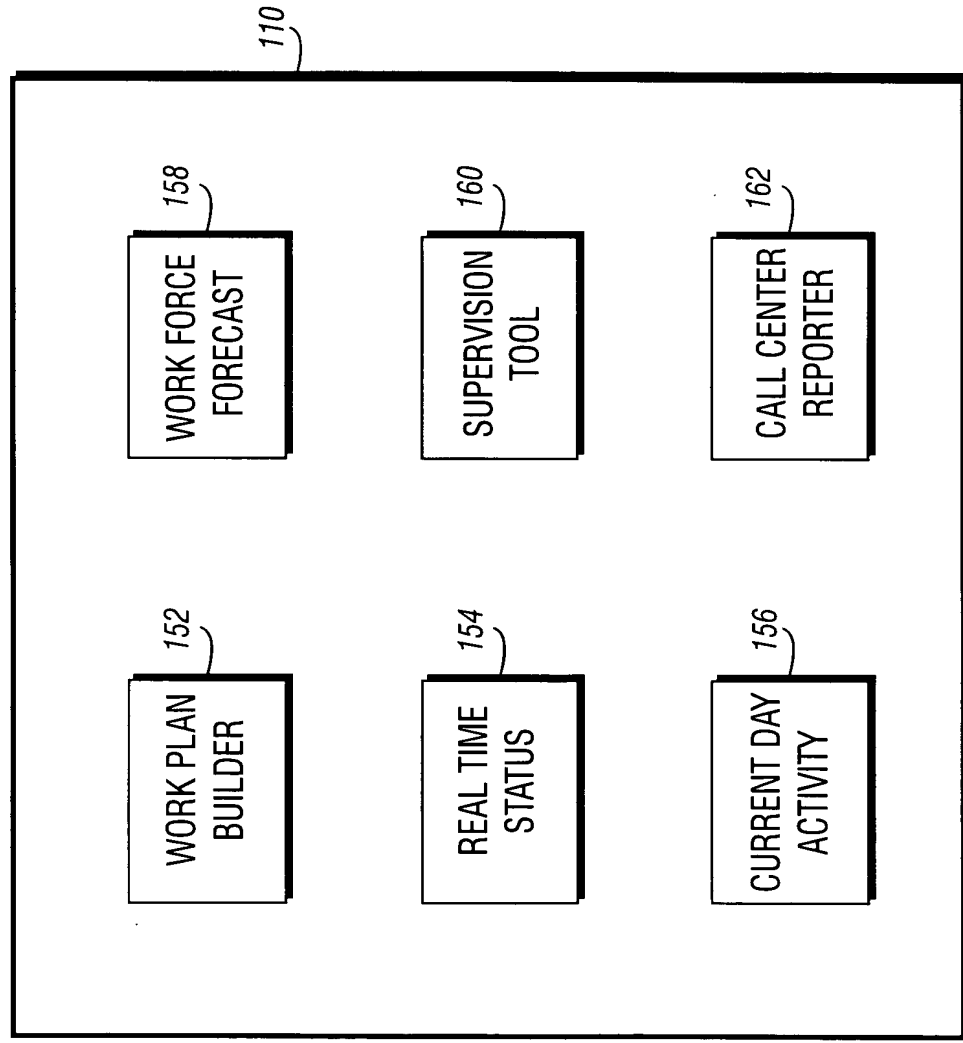


Fig.1B

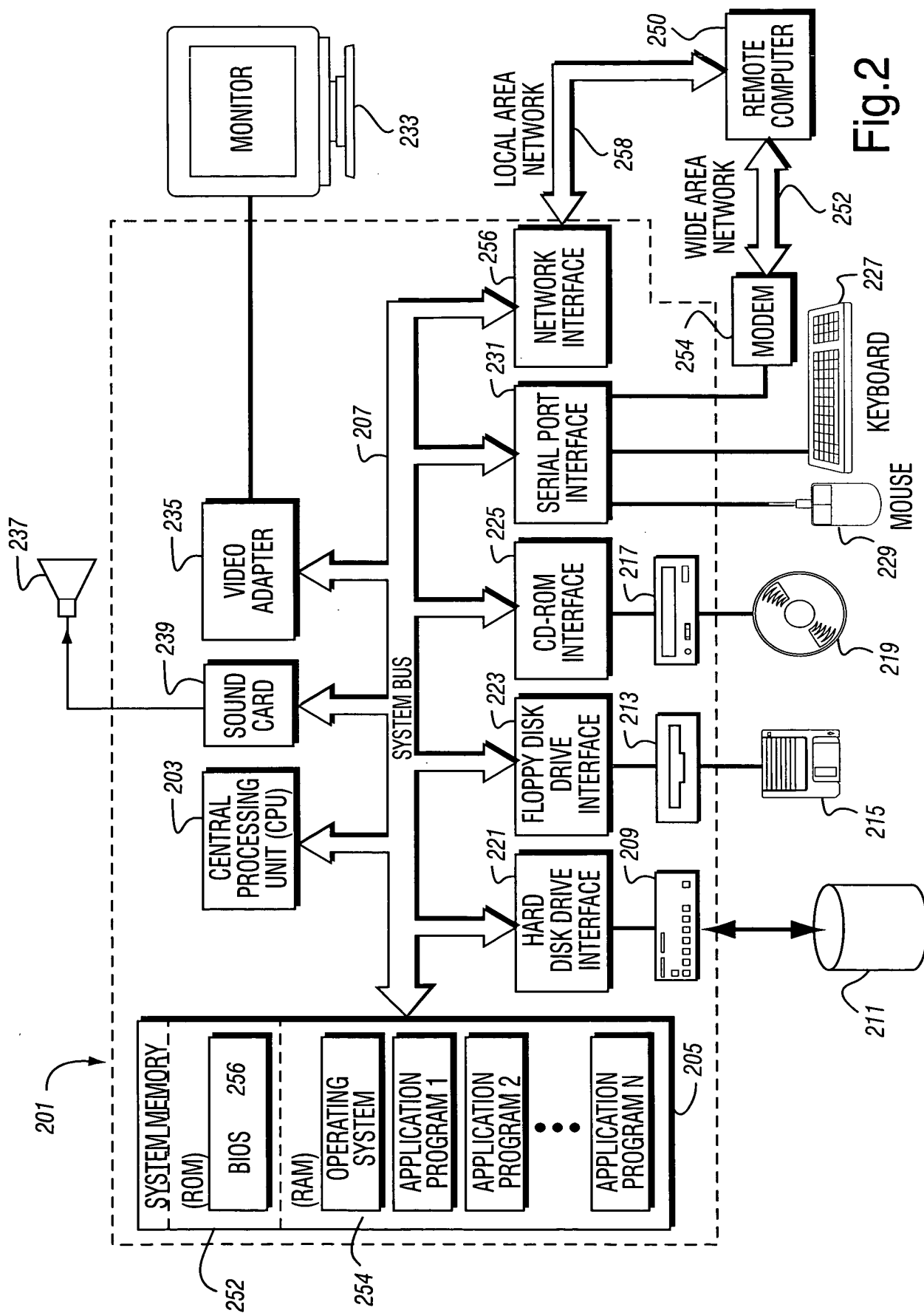


Fig.2



Fig.3

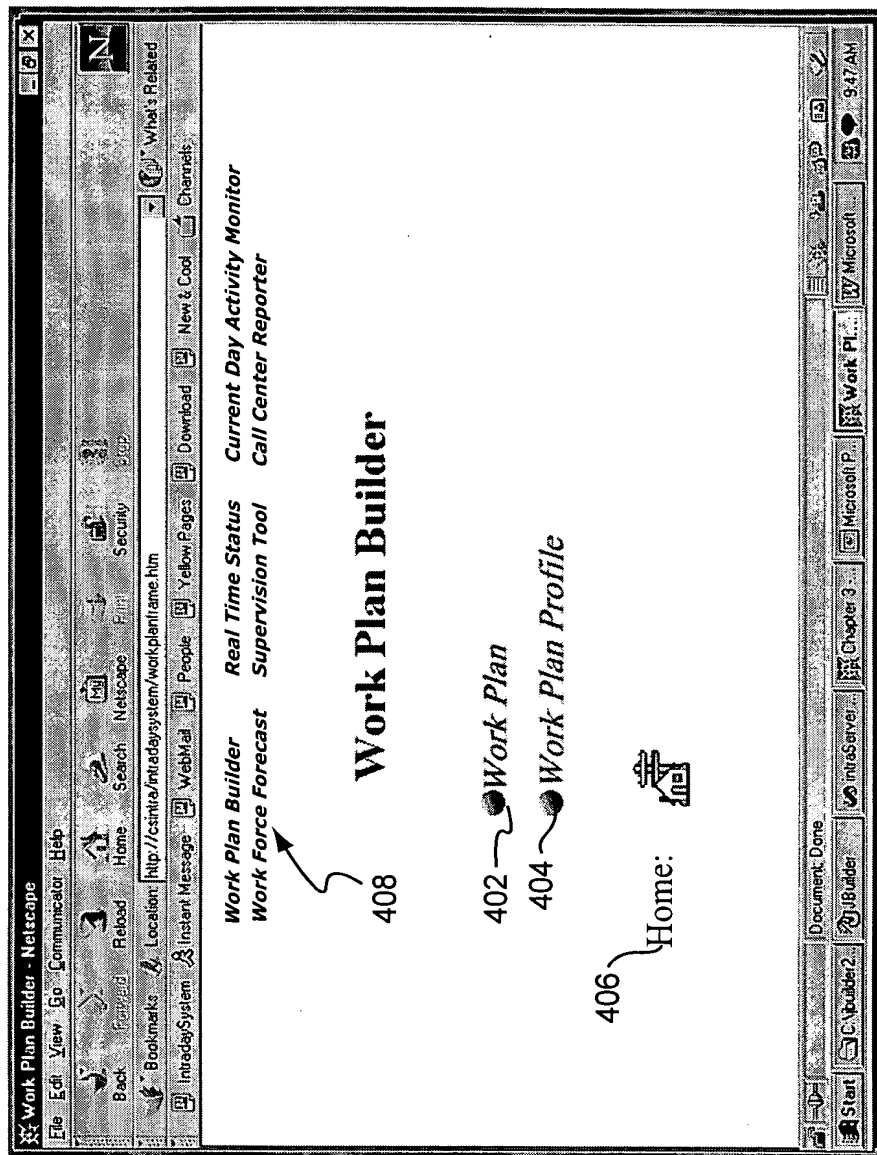


Fig.4

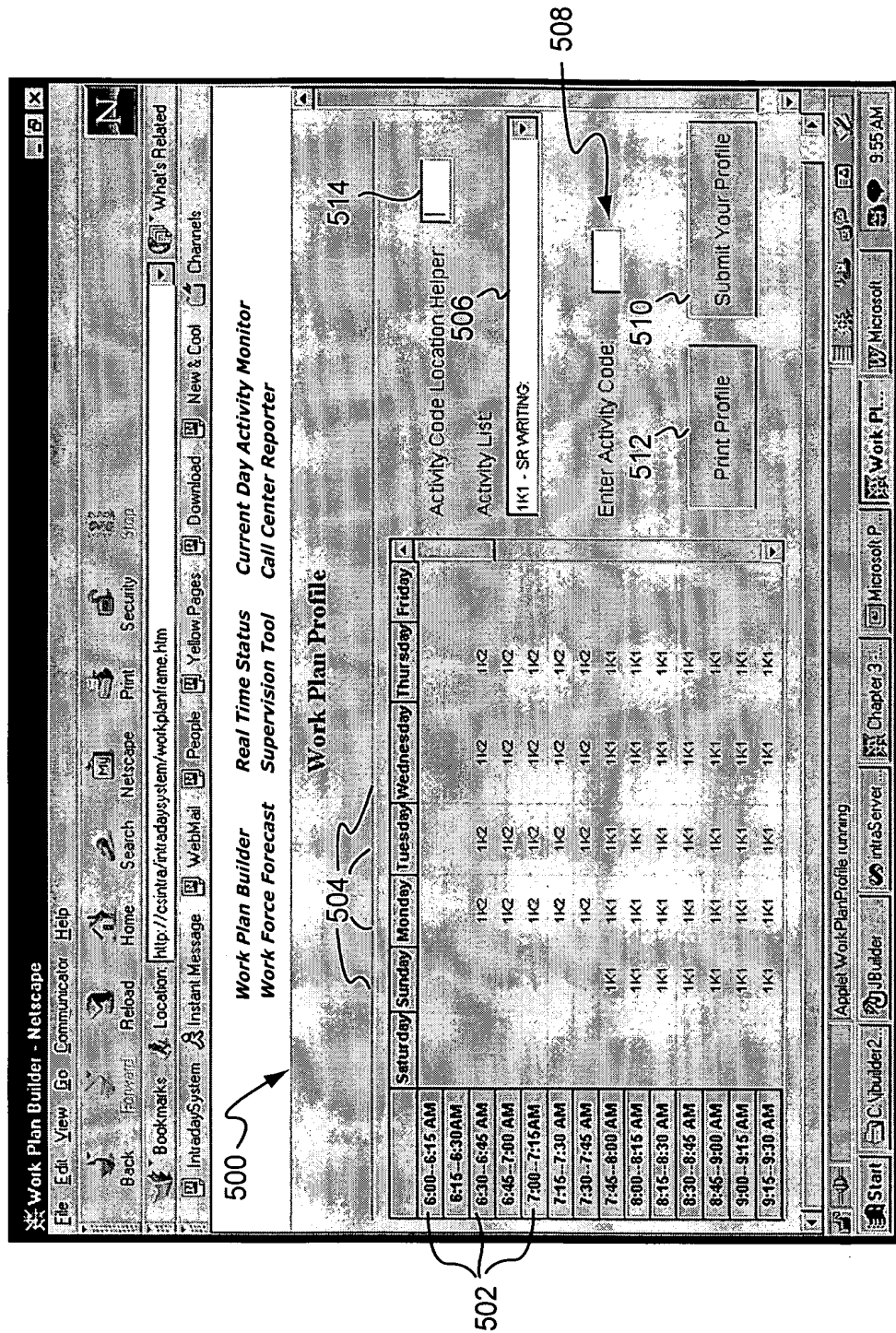


Fig.5



Fig.6

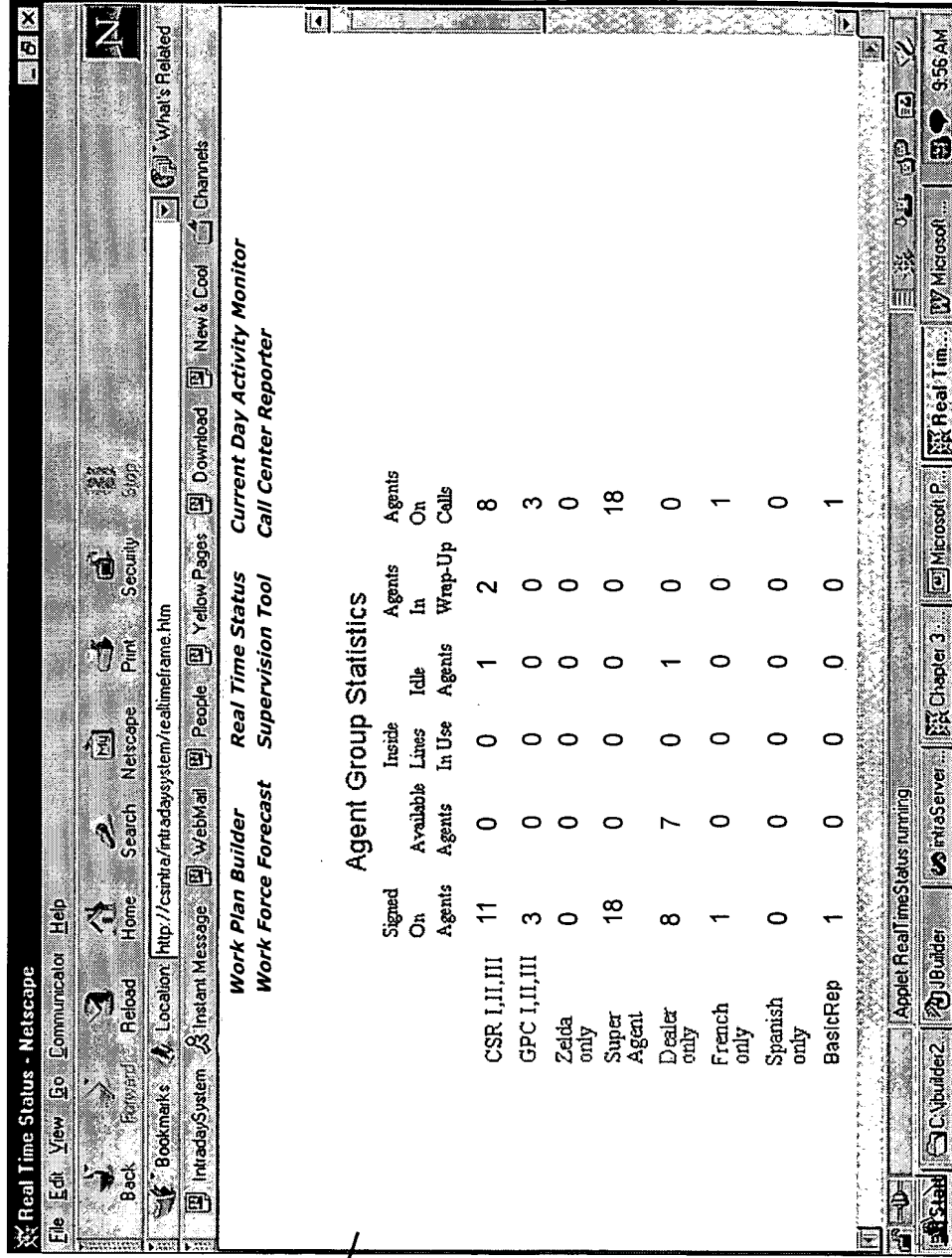


Fig.7A

730

Real Time Status - Netscape

File Edit View Go Communicator Help

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Bookmarks Location: http://csntra/intradaysystem/realtimeframe.htm

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Work Force Forecast Supervision Tool Call Center Reporter

| | only | French only | Spanish only | BasicRep |
|---|------|-------------|--------------|----------|
| 1 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 |

Application Statistics

| | Calls In Queue | Longest Call In Queue | Total Rep Handled Calls | Total Rep Offered Calls |
|---------|----------------|-----------------------|-------------------------|-------------------------|
| 800 | 6 | 23 | 1312 | 1424 |
| 900 | 1 | 15 | 195 | 204 |
| Dealer | 0 | 0 | 23 | 23 |
| French | 1 | 14 | 48 | 75 |
| Spanish | 0 | 0 | 53 | 70 |

Start C:\builder2\m... JBuilder IntraServer: M... Chapter 3 - A... Microsoft Pow... Real Time 10:32 AM

Fig.7B

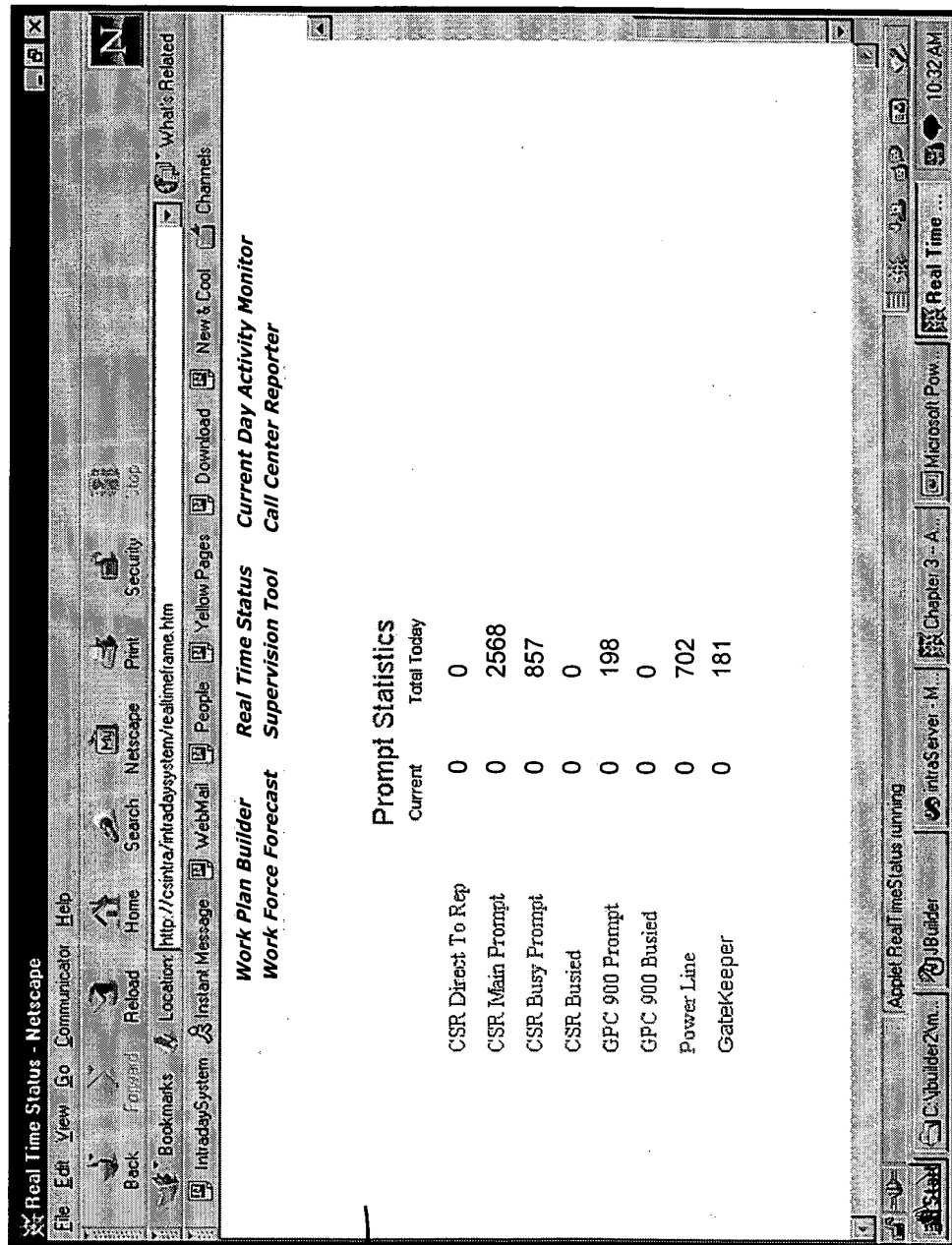


Fig.7C

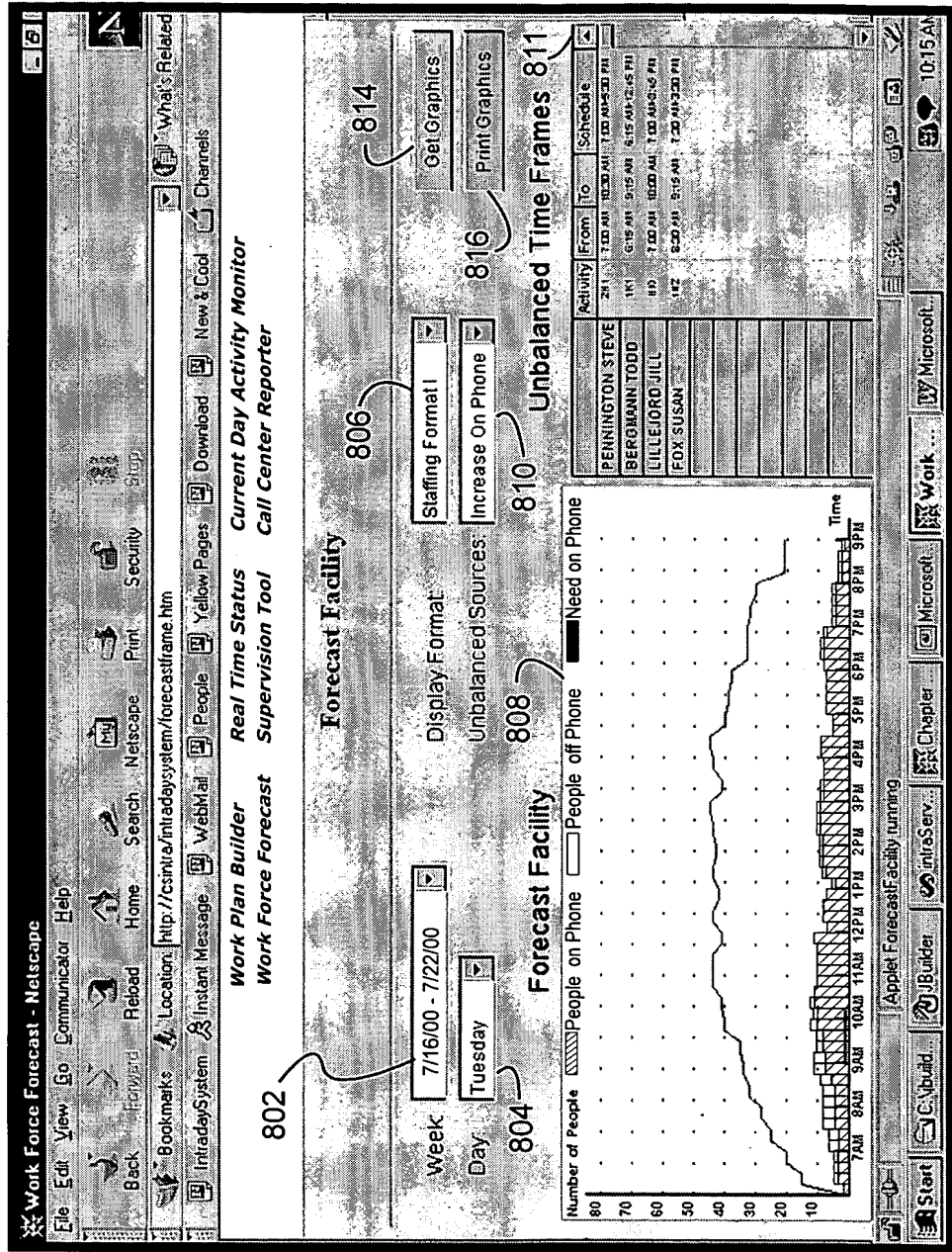


Fig.8A

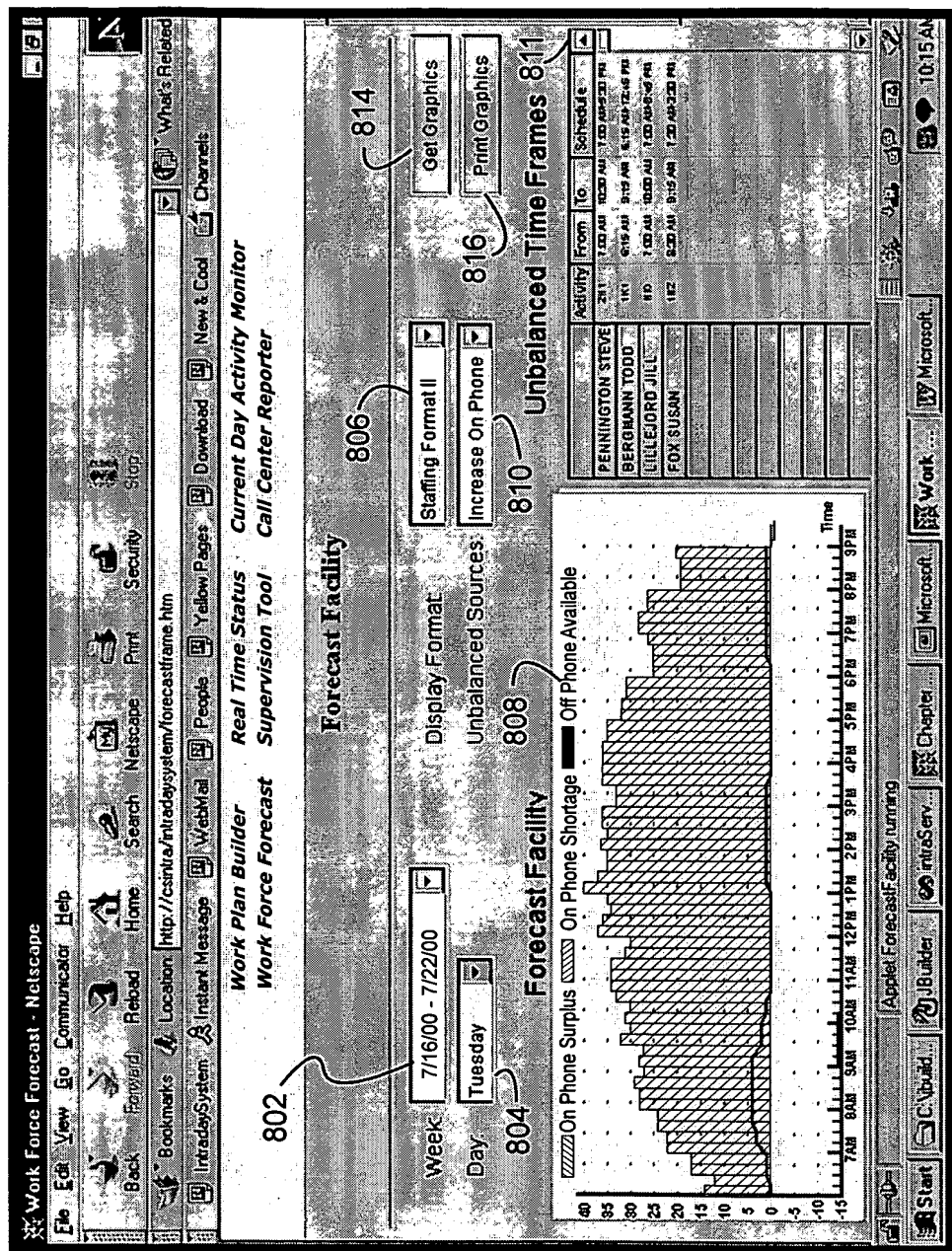
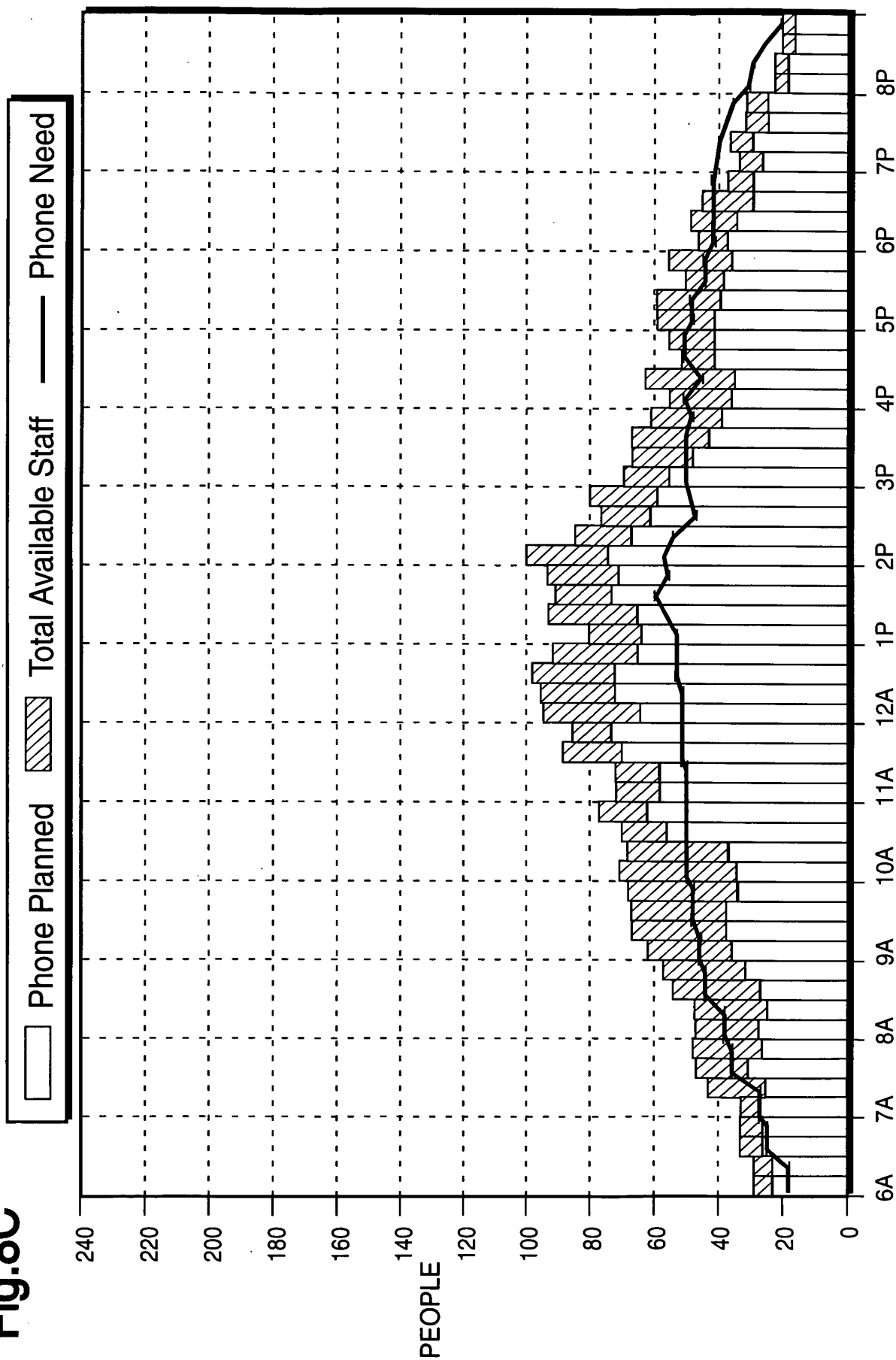


Fig.8B

Fig. 8C

Staffing Need Distribution (Format One)



Staffing Need Distribution (Format Two)

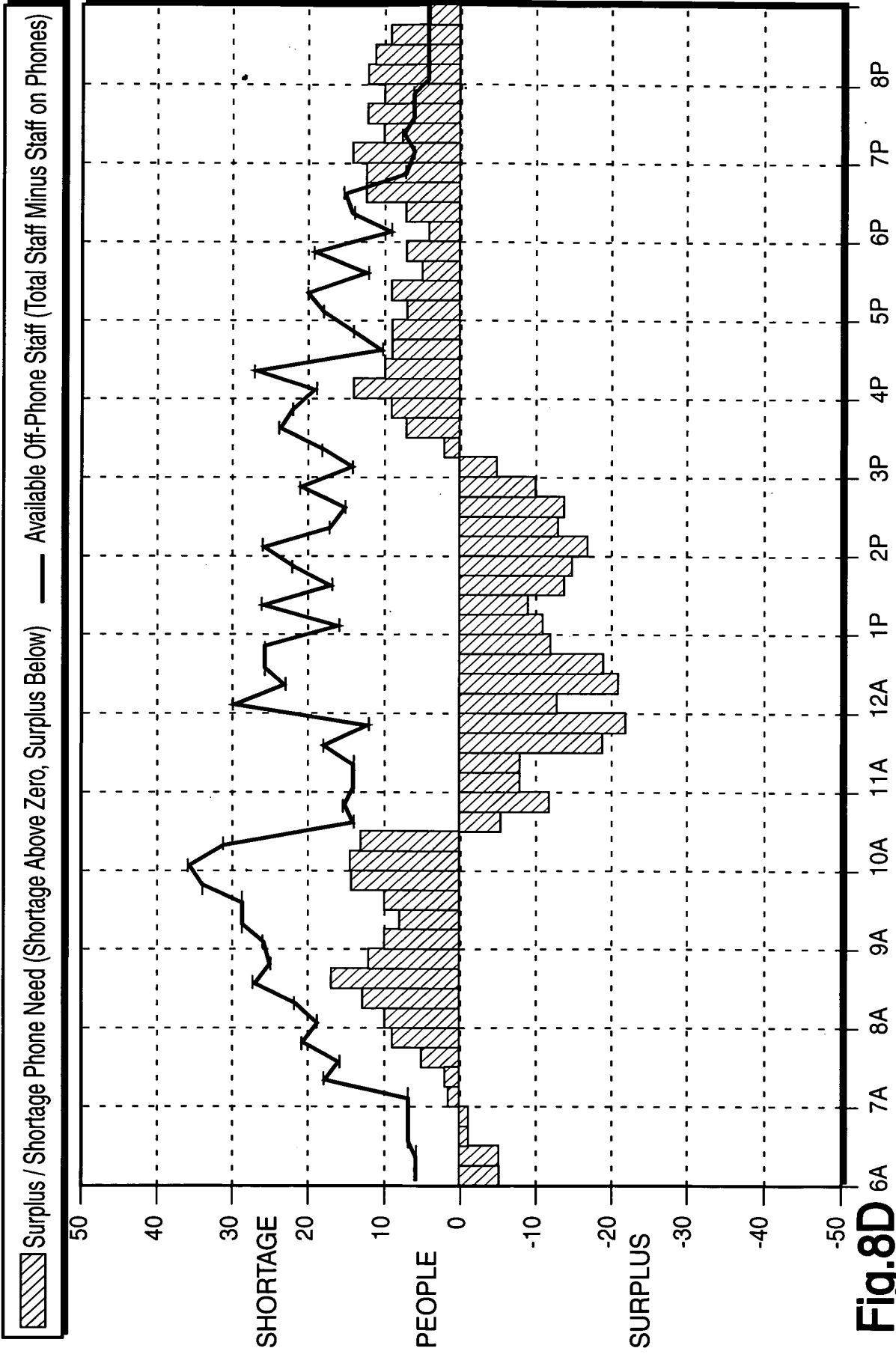


Fig.8D

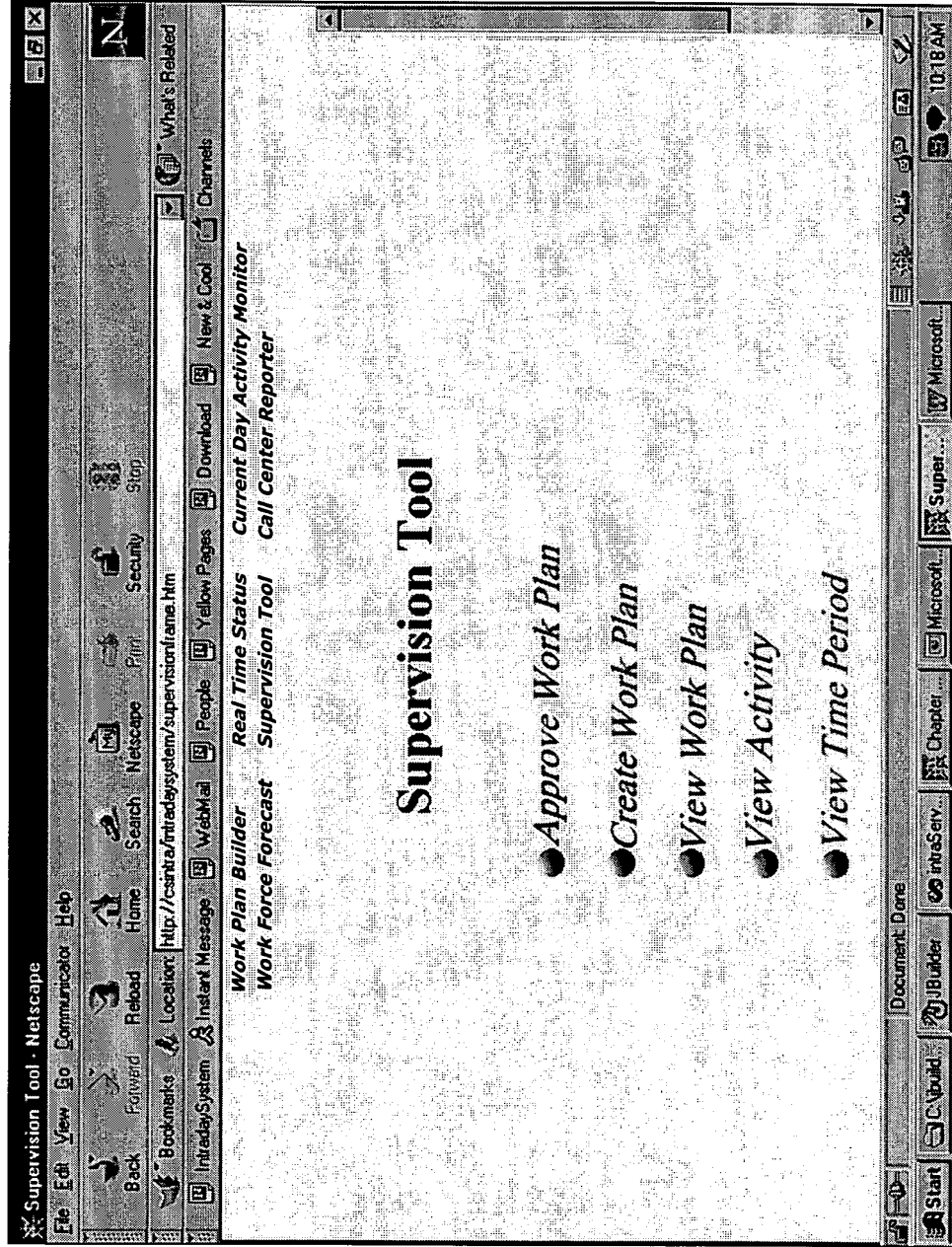


Fig.9

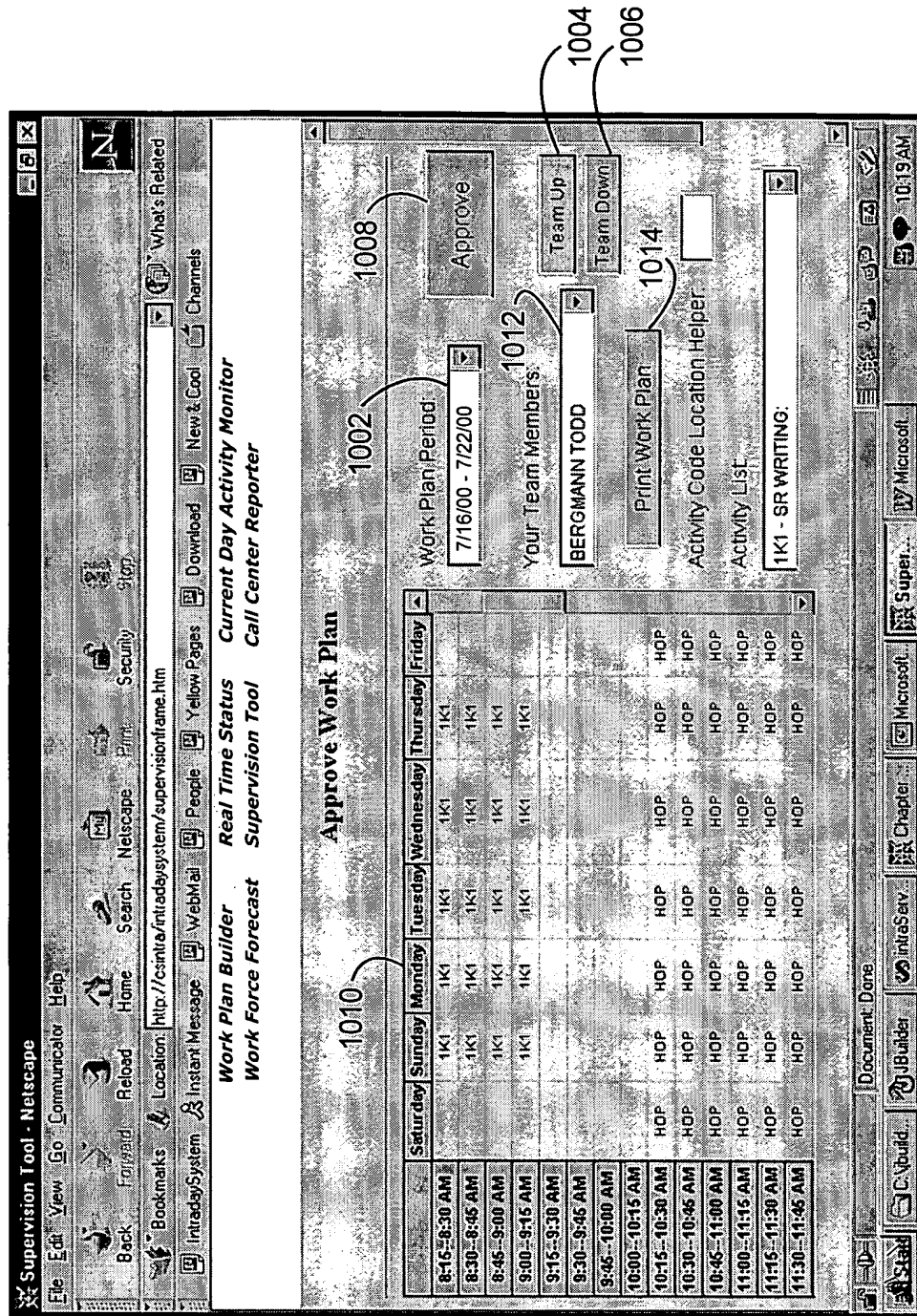


Fig.10A

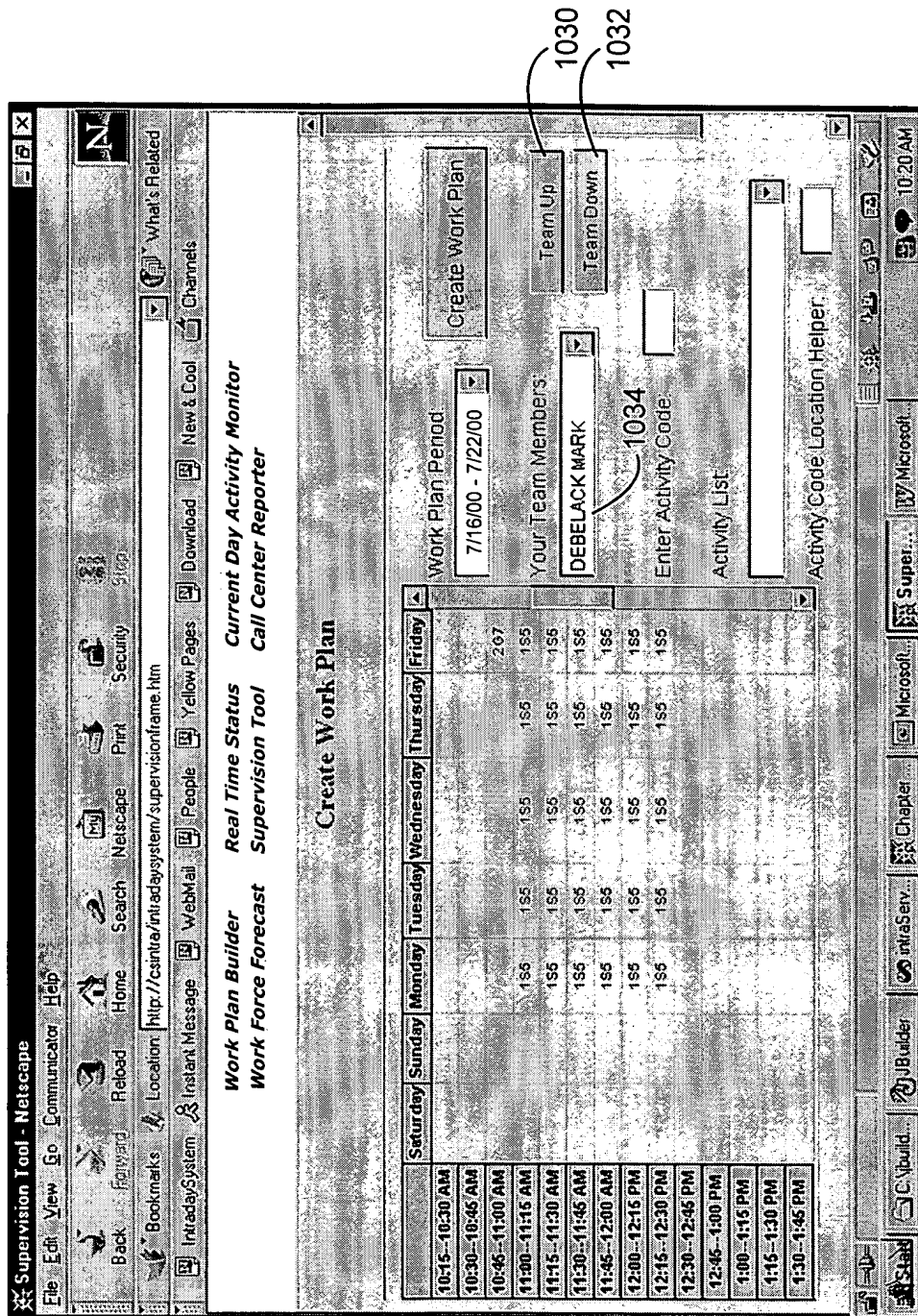


Fig.10B

Supervision Tool - Netscape

File Edit View Go Communication Help

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Bookmarks Location: http://csintl.a/intraday/system/supervisor/frame.htm

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Work Plan Builder

Real Time Status

Current Day Activity Monitor

Work Force Forecast

Supervision Tool

Call Center Reporter

View Work Plan

Work Plan Period: 7/16/00 - 7/22/00

Print Work Plan

Name Location Helper:

Name List: DEBELACK MARK

Activity Code Location Helper:

Activity List

1K1 - SR WRITING:

| | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday |
|------------------|----------|--------|--------|---------|-----------|----------|--------|
| 9:30 - 9:45 AM | | | HIO | HIO | HIO | HIO | HIO |
| 9:45 - 10:00 AM | | | HIO | HIO | HIO | HIO | HIO |
| 10:00 - 10:15 AM | | | HIO | HIO | HIO | HIO | HIO |
| 10:15 - 10:30 AM | | | HIO | HIO | HIO | HIO | HIO |
| 10:30 - 10:45 AM | | | | | | | 207 |
| 10:45 - 11:00 AM | | | 1S5 | 1S5 | 1S5 | 1S5 | 1S5 |
| 11:00 - 11:15 AM | | | 1S5 | 1S5 | 1S5 | 1S5 | 1S5 |
| 11:15 - 11:30 AM | | | 1S5 | 1S5 | 1S5 | 1S5 | 1S5 |
| 11:30 - 11:45 AM | | | 1S5 | 1S5 | 1S5 | 1S5 | 1S5 |
| 11:45 - 12:00 PM | | | 1S5 | 1S5 | 1S5 | 1S5 | 1S5 |
| 12:00 - 12:15 PM | | | 1S5 | 1S5 | 1S5 | 1S5 | 1S5 |
| 12:15 - 12:30 PM | | | 1S5 | 1S5 | 1S5 | 1S5 | 1S5 |
| 12:30 - 12:45 PM | | | | | | | |
| 12:45 - 1:00 PM | | | | | | | |

Start

Build

Builder

Chapter...

Microsoft

Super...

Microsoft

10:24 AM

1050

Fig.10C

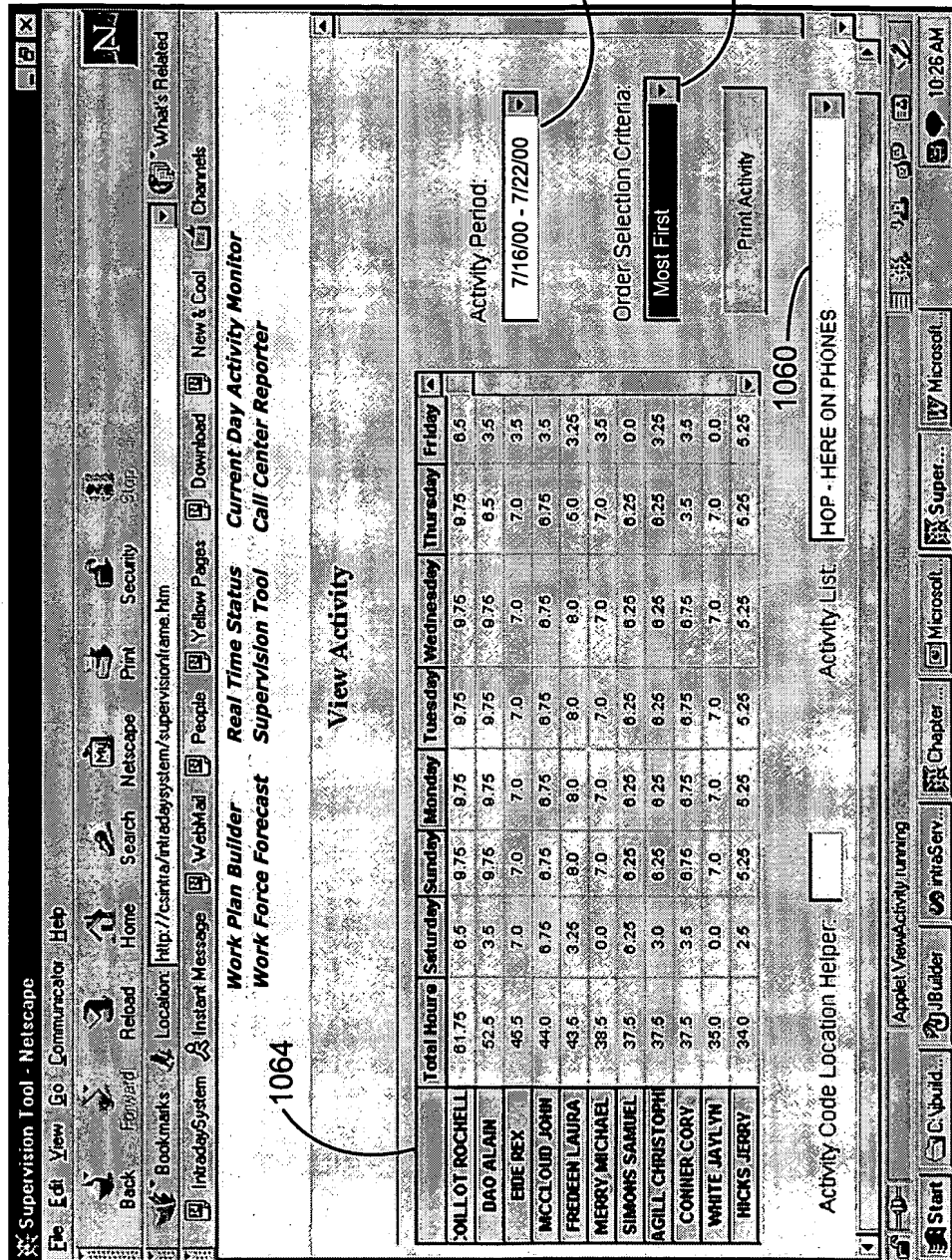


Fig.10D

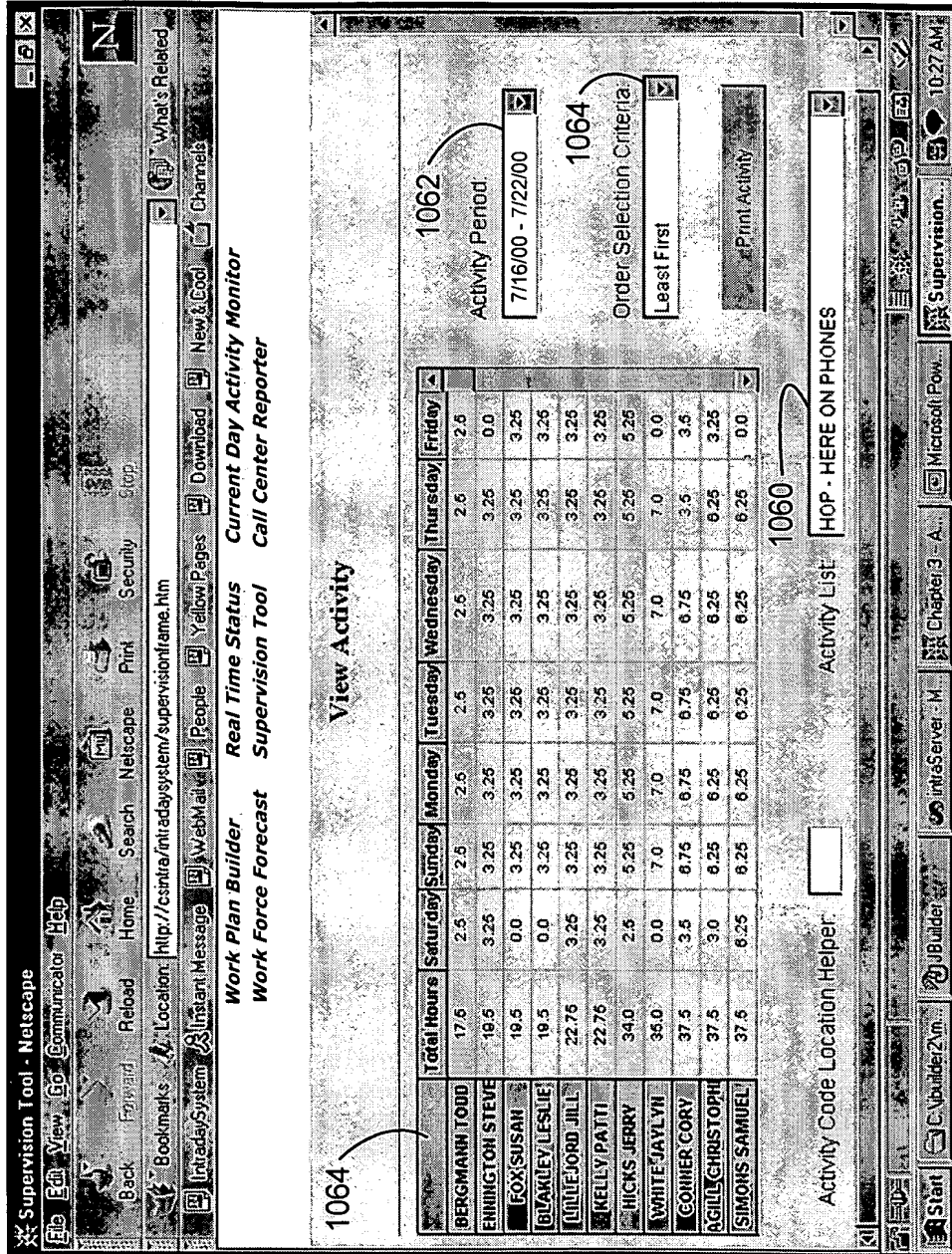


Fig.10E

Supervision Tool - Netscape

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Bookmarks Location: http://csntra/nttoday/system/supervisionframe.htm

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Work Plan Builder Real Time Status Current Day Activity Monitor
Work Force Forecast Supervision Tool Call Center Reporter

View Time Period

1081

| Activity Code | Activity Name |
|---------------|-------------------|
| 1K1 | BERGMANN TODD |
| HOP | GOILLOT ROCHELLE |
| HIO | DEBELACK MARK |
| HOP | EIDREX |
| HIO | LILLEY JILL |
| 2H1 | PENNINGTON STEVEN |
| HOP | SIMONS SAMUEL |

1070

Select Week: 7/16/00 - 7/22/00

1072

Select Day: Wednesday

1074

Select Period: 7:15 - 7:30 AM

1076

Display Order: Order by Name

1078

Activity Code Location Helper: Activity List

1084

Print Period Detail

1080

Get Time Period

Supervision...

Microsoft Pow...

Chapter 3 - A...

intraServer - M...

AppleView1 timePeriod running

JBBuilder

Start

10:28 AM

Fig.10F